



ABOUT US

Turning Leaf is a non-profit, charitable organization that provides person-centered, crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community. Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

We are proud to be recognized as one of Manitoba's Top Employers of 2025. This honour distinguishes Turning Leaf as a leader in our industry, and as one of the top places to work in the province.

WHO WE SUPPORT

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

MAKE AN IMPACT

Being a part of the Turning Leaf team means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of diversity, equity, inclusion, compassion, and respect.

We are growing more and more all the time and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

JOB SUMMARY

Turning Leaf Support Services' Intensive Home Supports (IHS) Services is designed to provide 24-hour, in facility, person-centered supports to adults (or individuals transitioning to adulthood) who are living with intellectual challenge, developmental disability and/or mental illness.

Direct Support Workers will work directly with our participants in helping set goals and making healthy life choices. Direct Support Workers will work closely with and report to the IHS Supervisors and Team

Leads to observe, plan, implement and execute programs and activities that promote and encourage learning and development in daily living, social and life skills.

ESSENTIAL REQUIREMENTS

- Cover letter and updated resume
- 18 years of age or older
- Available anytime 35 - 40 hours p/week (Full time)
- Available anytime 15 - 25 hours p/week (Part time)
- Clear Criminal Record Check with Vulnerable Sector Check (no older than six months)
- Adult Abuse Registry Check (no older than six months)
- Child Abuse Registry Check (no older than three months)
- Valid Standard First Aid / CPR Certification
- Minimum two years direct support experience working in a residential or community setting
- Completion of a Post-Secondary Education in Human Services (Certificate, Diploma or Degree) is considered an asset
- Valid drivers license with access to a reliable vehicle is considered an asset
- Three employment references

QUALITIES AND QUALIFICATIONS

Direct Support Professionals should demonstrate emotional awareness and have the ability to remain calm in escalated situations. Direct Support Professionals are encouraged to engage in interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing person-centered supports.

In addition, Direct Support Professionals must possess experience with and skills in:

- Working with adults who are living with an intellectual challenge, mental illness and who are in conflict with the law
- De-escalating aggressive behavior
- Conflict resolution skills
- Aptitude towards managing crisis
- Excellent written and oral communication skills
- General knowledge of electronic reporting

SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

- Maintain up-to-date files on participants (static and dynamic information).
- Maintain daily process notes on Support Worker activities and multi-system interactions
- Write incident reports in collaboration with Clinical Case Management
- Oversee and maintain an awareness of cumulative health care of the participant (including general practitioner, dentist, ear and eye specialists, and psychiatrist appointments).
- Report at-risk participant activities verbally (including via telephone) and in writing to Case Management

- In conjunction with Clinical Case Manager/Clinical Supervisor, engage participants in a process of goal setting, planning and acquisition as it pertains to living safely and independently in the community.
- Implement recreation/leisure programs
- Other duties as assigned

BENEFITS

- Health Benefits (Full-time employees)
- GRRSP Program (optional)
- Paid Wellness Time (Full-time employees)
- Bereavement and Compassionate Care Time
- Mileage Reimbursement (when applicable)
- Employee Family Assistance Program (EFAP)
- Paid training (First Aid/CPR, NVCI, VPA, etc.)

HOW TO APPLY

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their resume to careersmb@tsservices.ca We thank all applicants, but only those being considered for an interview will be contacted.

Turning Leaf welcomes applications from people with disabilities. Applicants with disabilities may request reasonable accommodation relating to the materials used and/or activities throughout the application and selection process. We thank all applicants, but only those being considered for an interview will be contacted.

Turning Leaf Support Services is committed to fostering and upholding an inclusive workplace that reflects the diversity of the communities we serve, including Indigenous Peoples. We believe in creating opportunities for everyone to thrive by embracing diverse perspectives, experiences, and identities. We encourage candidates from Indigenous communities, minoritized groups, underrepresented groups, and all walks of life to bring their unique talents to our team.